

*123 Child Development Center
Parent Handbook
123 Child Development Center
37215 Montgomery Blvd NE Albuquerque NM 87109*

Dear Parents & Guardians...

Thank you for choosing 123 Child Center-School Program for your childcare needs.

Contact Information:

Mobile 505-289-4110

123schoolprogram@gmail.com

Director: Yadira Armendariz

Administrator: Jaquelin Vega

Provider Experience:

- *Licensed with State of New Mexico*
 - *Child CPR and first aid*
- *Registered with the State Food Program*

Mission statement

123 Child Development Center promises to provide a safe, fun, clean place. Offering healthy nutrition and the opportunity to grow, learn, socialize with children their age while having fun at the same time.

Curriculum Statement

123 Child Development Center will use a Creative Curriculum as our guide for organizing the learning environment and structuring daily lesson plans. Children will participate in a variety of developmentally appropriate activities that are aimed at enriching their emotional, social, physical and cultural growth.

Our Philosophy

"What is given to the children, the children will give it to the society."

Children are exposed to lesson plans that offer to improve their developmental skills, getting to know family cultures and traditions, exposure to a dual program in English and Spanish, well begin and hygiene practices, and family participation in the program.

*123 Child Development Center
Parent Handbook*

Our goal in providing quality childcare for your child is to provide...

- A safe, nurturing and learning environment
- An understanding of the diversity of race and culture

Effective communication is essential for successful childcare arrangement. It is imperative for both parents and providers to cultivate a strong working relationship that facilitates open dialogue and collaboration. Parents and providers should regularly exchange relevant information regarding the child's life, including changes in routine, special events, and significant life changes such as death, divorce, separation, relocation, or visitors. This information is crucial for comprehending the child's feelings, behavior, and overall well-being.

We encourage you to share your concerns with us—whether in writing, by telephone, or through a scheduled appointment—regarding any areas where you feel we may be lacking. We are committed to making improvements in those areas.

Typical Activities May Include:

Indoor Activities:

Children have the option to engage with various materials, including blocks, kitchen toys, dolls and accessories, building sets such as Duplo and Legos, playsets, and art materials. Additionally, activities like nursery rhymes, finger plays, and the use of stimulus pictures or objects can encourage verbalization. Reading to children, utilizing flannel boards, role-playing, puppetry, and exploring science through manipulatives, writing, and creative art are also essential components of their development.

Outdoor Play:

Weather permitting, outdoor activities will involve climbing, running, and the use of playground equipment.

Special Days:

Special occasions may encompass birthdays, holiday parties, and celebrations, as well as a celebration for the last day of school.

123 Child Development Center Parent Handbook

Policies and Procedures

- Your child will be released into our care once you leave the premises in the morning and will be returned to you upon your arrival for pickup.
- Please ensure that during pickup, both you and your child exit through the designated exit for aftercare, rather than through the gym or school entrance/exit.
- Holiday Closures: The 123 Child Center will adhere to the NMIS schedule. If the school closes due to inclement weather, holidays, teacher workdays, etc., our program will also be closed.
- Celebrations of holidays, birthdays, and special events: 123 Child Center-School Program may celebrate various occasions, including Valentine's Day, Easter, Mother's Day, Father's Day, Independence Day (both USA and Mexico), Thanksgiving, and Christmas.
- Birthday celebrations will be managed according to each family's preferences, taking into account their cultural and religious considerations. Families wishing to celebrate their child's birthday at our program should contact the administrator to arrange the details of the celebration.

Handling of complaints.

Complaints pertaining to our Child Care Services are documented by the director and/or the administrator using an intake form, which is subsequently recorded in a complaint log. This log encompasses both provider and staff complaints, with the latter being addressed by the director. The information collected in the complaint intake form guides the resolution process, which may include various outcomes such as additional training for employees, disciplinary leave, or termination of employment.

For student-related complaints, potential consequences may range from suspension for one to three days to expulsion from our program.

Making false reports regarding bullying, aggressive behavior, or negligence is strictly prohibited and will not be tolerated. Such actions may result in expulsion, with a two-week notice period.

In cases where the complaint concerns a childcare center, the individual is advised to contact the ECECD Licensing at 505-841-4800, available Monday through Friday from 8:00 AM to 5:00 PM.

123 Child Development Center Parent Handbook

Child Abuse and Neglect

The policy of 123 Child Center-School Program stipulates that any individual suspected of abuse and/or neglect must be reported to Child Protective Services, state licensing authorities, and law enforcement. All staff members receive annual training on the indicators of child abuse and neglect, as well as the corresponding reporting procedures. Furthermore, all staff members are designated as mandatory reporters.

For immediate assistance, the New Mexico Child Abuse and Neglect Hotline is available 24 hours a day at 1-855-333-SAFE (7233) or by dialing #SAFE from a mobile phone.

Enrollment Procedures

The following forms will be completed and submitted to 123 Child Center-School Program before any child's first day of attendance.

All information in these forms will remain confidential and will be shared with other caregivers only as required to meet the needs of the child:

- 1) Family Registration Form completed by parent/guardian.
- 2) Emergency Medical Authorization
- 3) Discipline Policy
- 4) Permission to photograph
- 5) Transportation Agreement
- 6) Child Care Agreement

123 Child Development Center Parent Handbook

Inclement Weather Policy

In the event of inclement weather, 123 Child Center-School Program will adhere to the closure decisions made by NMIS. However, to ensure the safety of our staff and children, we may close if conditions warrant such action. The Center's Administration reserves the right to decide on early closures or delayed openings in response to natural disasters, such as snow or ice. Families enrolled in 123 Child Center-School Program will be notified of closure decisions around 6:00 AM through the following methods:

- Text message and/or email.
- As we will align our decisions with NMIS, please ensure you check their Facebook page or remain alert for any communications from the school.

If the Center remains open but the Administration decides to close early due to severe weather or challenging road conditions, families will be informed by phone or email. tuition fees will not be credited.

Absences

Please be advised that there will be no refunds or adjustments to your childcare fees for absences resulting from illness, holidays, or personal days. Each child's spot has been reserved and cannot be filled on a short-term basis.

If your child is absent for two or more consecutive days, kindly inform us of the reason and duration of the absence.

Discipline

We communicate our disapproval without impugning character. Our approach includes clearly stating expectations and guiding your child on how to make amends. We provide choices, and in more serious situations, a child may be offered a "time to think." This allows them to calm down and reflect on their decisions if they are struggling to make appropriate choices. It is important to note that no physical discipline is utilized in our care.

123 Child Development Center Parent Handbook

Promoting Social Relationships

We have implemented some recommendations for the students to assist us in fostering a positive environment. Families, we kindly request your assistance in reviewing these recommendations at home with your student:

- Keep your hands, feet and objects to yourself
- Respect others' property
- Be kind
- No running inside the classroom
- Use equipment properly
- Use positive language
- Be respectful of others' ideas
- Cooperate with your classmates
- Be honest
- We help keep our classroom clean
- Treat others as you would like to be treated
- Laugh with anyone, but laugh at no one
- If something happens or you see something you don't like, please speak up.

Gross Misconduct.

We will communicate to you immediately if your child is frequently and deliberately causing harm to others and/or is frequently and deliberately destructive. This behavior is unsafe and will not be allowed – immediate termination will ensue if the behavior persists.

Parents, families, and visitors are expected to show respect towards the educators within the facility. Should any parent, guardian, or family member have a complaint, they are encouraged to contact the staff office to initiate the complaint process. It is anticipated that respect will be mutual between staff and the community.

123 Child Development Center Parent Handbook

Expulsion

Staff members will document instances of challenging behaviors in the Children's Journals (notebooks designated for daily notes from educators) as these behaviors become excessive. Examples of such behaviors include significant aggression towards peers or educators, as well as self-harm. These observations, along with relevant teaching strategies, will be submitted for review and collaboration with the Director-Supervisor.

- Repeated documentation and reports of persistent challenging behaviors will necessitate a meeting involving the staff member and the parent(s) during conferences or through scheduled meetings or phone conversations.
- In the initial meeting, concerns will be clearly articulated, and collaborative goals will be established with the parents to address and mitigate the child's undesirable behaviors. Referral information will be shared if applicable.
- Staff will implement the agreed-upon goals from the collaborative meeting.
- A follow-up meeting will occur one to two weeks later to assess progress on the behavior plan or referral process. During this meeting, we will confirm whether the family has accepted a referral, review documentation and incidents, and discuss next steps. If the child's behavior poses a risk to peers or educators during this process, we will contact the parents to arrange for the child's pickup.
- If we do not have a service provider, we will explore available external resources and programs at this time. Conversely, if a service provider is in place, we will establish acceptable timelines and goals with their assistance.
- After a designated period, as established in the second meeting, we will reassess the effectiveness of the external services and the reduction of undesirable behaviors. If all efforts have been exhausted without sufficient progress, the family may be advised to seek alternative providers.
- In most cases, parents will receive a two-week notice to facilitate securing alternative childcare arrangements. However, in instances of excessive behaviors, this notice may be shortened.
- Meetings will be conducted in person, via Zoom, or through phone calls to facilitate discussions regarding these matters.

123 Child Development Center Parent Handbook

Lost or Missing Children Policy:

Even when all precautions are properly observed, emergencies can still arise. Therefore, practitioners will undertake periodic head counts, especially at the transition points between sessions. If for any reason a member of staff cannot account for a child's whereabouts during a session at the setting, the following procedure will be activated:

- The Director, Owner or the Person in Charge must be informed that the child is missing.
- A thorough search of the entire premises will commence.
- The staff will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Director, the Owner or the Person in Charge will nominate as many staff as possible to search the area surrounding the premises.
- All staff will be extra vigilant to any potentially suspicious behavior or persons in and around the nursery grounds.
- If after 10 minutes of thorough searching the child is still missing, the director, the Owner or the Person in charge will inform the police and then the child's parent/guardian.
- While waiting for the police and the parent/guardian to arrive, searches for the child will continue. During this period, other staff members will maintain as normal a routine as is possible for the rest of the children attending the setting.
- The Director, the owner or the person in charge will be responsible for meeting the police and the missing child's parent/guardian. The Director, the owner or the person in charge will co-ordinate any actions instructed by the police and do all they can to comfort and reassure the parents/guardian.

Child's Health

Parent/guardian must complete a medical emergency card entitled "Child Information" and update, as necessary. In accordance with the New Mexico State licensing policy, your child cannot be admitted to our care with symptoms of illness as specified below; unless written documentation from a licensed physician, or verbal (with written follow up) states the child has been diagnosed and poses no serious health risk to the child or to other children.

Should your child have signs or symptoms requiring exclusion from the family childcare home he/she will be isolated and the parent/guardian or other authorized person by the parent will be notified immediately to pick up your child. There can be no exceptions since illness spreads quickly among children.

Please make other arrangements if your child is sick and respect our decision if we feel your child is too sick to be in childcare.

123 Child Development Center
Parent Handbook

The symptoms of illness for possible exclusion shall include, but are not limited to any of the following...

- A. The illness prevents your child from participating comfortably in the day care environment,
- B. The illness results in a greater care need than I can provide without compromising the health and safety of the other children in my care, or...
- C. The child has any of the following conditions:
- Temperature: axillary (armpit) temperature 100.4 degrees or greater; accompanied by behavior changes or other signs or symptoms of illness- until medical evaluation indicates inclusion in the facility. (digital thermometer is used to check the temperature).
 - Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing, or other unusual signs)- until medical evaluation allows inclusion.
 - Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper- until diarrhea stops.
 - Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines the illness to be non-communicable, and the child is not in danger of dehydration.
 - Mouth sores with drooling, unless a health care provider or health official determines the condition is noninfectious.
 - Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease.
 - Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge), until 24 hours after treatment has been initiated.
 - Scabies, head lice, or other infestation, until 24 hours after treatment has been initiated.
 - Tuberculosis, until a health care provider or health official states that the child can attend childcare.
 - Impetigo, until 24 hours after treatment has been initiated.
 - Strep throat or other streptococcal infection, until 24 hours after initial antibiotic treatment and cessation of fever.
 - Chicken pox, until at least 6 days after onset of rash or until all sores have dried and crusted.
 - Pertussis, until 5 days of appropriate antibiotic treatment (currently; erythromycin) to prevent an infection have been completed and a licensed physician states in writing the child may return.
 - Mumps, until 9 days after onset of parotid gland swelling and a licensed physician states in writing the child may return.
 - Hepatitis A virus, until 1 week after onset of illness or as directed by the health department when passive immunoprophylaxis (currently, immune serum globulin) has been administered to appropriate children and staff and a licensed physician states in writing the child may return.
 - Measles, until 6 days after onset of rash and a licensed physician states in writing the child may return.

123 Child Development Center Parent Handbook

- Rubella, until 6 days after onset of rash and a licensed physician states in writing the child may return.
- Unspecified respiratory illness if it limits the child's comfortable participation in activities or if it results in a need for greater care than can be provided without compromising the health and safety of other children.

Always inform your doctor on every sick visit that your child is in daycare so that he/she can approve in writing your child's return to daycare.

If your child has an immunization update, please remember to provide me with a record of the immunization so that it can be attached to your child's health appraisal.

Injuries/Actions to be taken in case of accidents or emergencies involving a child.

We will closely supervise your child to minimize the risk of injuries; however, accidents may still occur. Our staff is trained in first aid and CPR, and we will adhere to these protocols in the event of an incident.

For minor injuries requiring only a band-aid or ice, we will inform you at the time of pick-up. In the case of a more serious injury, we will contact you directly and may recommend that you take your child to a doctor or the emergency room. If the injury is critical, we will call 911 for immediate assistance before notifying you. If we are unable to reach you, we will contact the emergency contacts listed on your child's information form. Please ensure that this information is kept up to date.

An accident report may be provided for your signature as documentation of our notification regarding the incident.

Child's Medication:

1. A "Medication log" **must** accompany all over the counter medicine. Over the counter medicine is usually given for short term health conditions; the average length of time is 10 days.
2. Prescription medicine **must**:
 - a. be dated with in the past 30 days.
 - b. have child's name printed clearly on the label.
 - c. have dosage amount and times.
3. Medication must also be accompanied by a "medication log" which include:
 - a. Date
 - b. Child's name
 - c. Name of medication
 - d. Dosage amounts and times to be administered.
 - e. Route of medication, oral, eye, etc.
 - f. Date medication is to end.
 - g. Parent's signature

123 Child Development Center Parent Handbook

Days/Hours of Operation:

Childcare services are available during the following hours:

Mornings: Monday through Friday from 6:00 AM to 8:20 AM

Afternoons:

- Monday, Tuesday, Thursday, and Friday from 3:00 PM to 6:30 PM

- Wednesday from 12:45 PM to 6:30 PM

Please note that these services are subject to closures as outlined in this handbook and any closures by NMIS.

The specific days and hours of care can be tailored to meet the individual needs of each parent or guardian.

Late Drop Off and Pick Up:

We trust you understand that personal time is valuable; therefore, it can be quite challenging and stressful to maintain appointments or other commitments if we cannot rely on the agreed upon pick-up time. We recognize that unexpected circumstances, such as heavy traffic or inclement weather, may occasionally cause delays. Should you find yourself in such a situation, please reach out to us via phone or text at 505-289-4110, or email us at 123schoolprogram@gmail.com, so we can discuss a contingency plan.

Please be aware that consistent tardiness may result in termination of services. Additionally, a late fee of \$1.00 will be charged for each minute beyond the agreed pick-up time, payable upon arrival. Thank you for your understanding and cooperation.

Nutrition:

We will offer a PM snack as stipulated in the enrollment agreement with families and the food program, typically consisting of one serving of fruit or vegetables, crackers, etc. While cakes, cookies, and other less nutritious options may occasionally be served, our primary focus remains on promoting healthy eating.

Field Trips Policy:

No Field Trips at this location.

123 Child Development Center Parent Handbook

Release of Children:

It is essential to safeguard your child by ensuring that they do not leave with anyone who is not authorized on your "Child Information" form. Please inform us in advance if an authorized individual will be picking up your child. Even in emergencies, we must have your explicit permission to release your child to someone other than yourself. We will require the individual's name and a description of their appearance. The person picking up your child must present a valid photo ID before we can release your child into their care.

We operate under the assumption that both parents have the right to pick up your child unless you provide a copy of a court order indicating otherwise. It is important to discuss how we should approach situations involving a non-custodial parent attempting to pick up your child. Without a copy of the court order, we cannot deny parent access. If a non-custodial parent arrives for pickup and we possess a court order, we will immediately contact the custodial parent. Should the non-custodial parent leave with the child, we will promptly notify the police and report the incident, prioritizing the safety of all children in our care.

Ensuring your child's safe return home is our utmost priority. Therefore, if the individual arriving to pick up your child appears intoxicated or otherwise incapable of ensuring your child's safe transportation, we will contact the parent or emergency contact listed on the "Child Information" form for assistance.

All children under the age of 6 or weighing less than 60 pounds must be transported in a car seat or child restraint. For further clarification, please refer to New Mexico law regarding children and seat belts, and adhere to these regulations for your child's safety. We will not release your child if the individual picking them up does not have an appropriate car seat, provided your child falls within the age and weight requirements.

Additionally, the person authorized to pick up your child must be at least 18 years old. This policy applies without exceptions, including cases involving siblings.

Supplies:

Parents or guardians will be responsible for all personal belongings, including jackets, hats, face masks, and so forth. Please note that no supplies are required by the Center.

Each student is required to have their own water bottle.

123 Child Development Center Parent Handbook

Emergency Evacuation Plan/Disaster Preparedness

In the event of an emergency requiring the evacuation of the 123 Child Center-School Program, the following protocols will be implemented. The caregiver in charge during the evacuation shall:

- Account for all children and staff as they exit.
- Take a cellular phone, if available, to facilitate emergency notifications.

If the emergency is localized to the immediate vicinity of the childcare facility, such as a fire or toxic fumes, and the children cannot remain on the premises, they will be relocated to the parking lot of Montgomery Church of Christ, located at 7201 Montgomery Blvd NE, Albuquerque, NM 87109. There, they will remain under the supervision of caregivers while family members, guardians, and emergency contacts are informed of the situation, and arrangements are made for transportation home or care for the remainder of the day.

In the case of a more extensive emergency affecting a broader area, such as a neighborhood or multiple homes, and if the children cannot remain in the vicinity, they will be evacuated to Duke City Urgent Care, located at 7200 Montgomery Blvd NE, Albuquerque, NM 87109. (Transportation by the center may be necessary; please ensure you sign the transportation agreement included in the registration package.)

Special accommodation will be provided for children with special needs. Staff will always remain with and care for the children throughout the event, and attendance will be verified whenever children are relocated.

Emergency/Safety Plan

Evacuation procedures should be in place and safety drills should be conducted regularly. The current evacuation plan should be easily, accessible, and clearly posted.

Follow the following general guidelines if an evacuation is necessary.

- 1.- Calm but quickly assist children in a safe area
- 2.- Account for all children as well as staff
- 3.- Always leave a note detailing where you have gone if an area evacuation is necessary.
- 5.- Always bring emergency information along with you when evacuating.

123 Child Development Center Parent Handbook

Payment Guidelines:

Payment obligations are based on the agreed-upon hours for childcare. Please note that fees remain unchanged regardless of your child's absences.

****Late Payments:** ** A late fee of \$35.00 per child will be applied to any payment not received by the due date. A grace period of five days is provided. If payment is not received during this period, an additional charge of \$5.00 per day will be incurred. Please be aware that your child will not be permitted to return to childcare until all outstanding payments and late fees are settled in full.

Payments can be made through our portal at myprocare.com. Personal checks or cash are also accepted. However, if a check is returned for any reason, and we incur bank charges as a result, those charges will be added to your next payment. After two returned checks, all subsequent payments must be made in cash. Non-payment or consistent late payments will result in immediate termination of services without a two-week notice.

Costs:

- Weekly Rate: \$90.00 per week. This payment must be made no later than the Monday of the week your child will attend. Please note that there are no allowances for accumulating two weeks of non-payment.

- Monthly Rate: \$320.00 per month. This option includes a full payment discount of \$40.00. Payment must be made by the 5th of each month to avoid the \$35.00 late fee. If payment is not received within the month, your child will be disenrolled. No allowances will be made for accumulating two months of charges.

Fee Credits

The operating expenses of the 123 Child Center-School Program remain constant, regardless of your child's attendance. Consequently, no reductions in the co-payment will be issued. However, we reserve the right to consider discounts or rate adjustments for specific family emergencies or illnesses affecting either party.

Your payment secures a spot for your child(ren) at the Center. In the event of absence or vacation, their space will be held, and no credits will be provided for such circumstances.

Please note that absences of one or two days will not be eligible for any form of credit.

123 Child Development Center Parent Handbook

Confidentiality:

123 Child Center-School Program is committed to upholding the confidentiality rights of every child enrolled in our childcare facility. We recognize the importance of safeguarding each child's information to protect the privacy of both parents and children. We will refrain from discussing or sharing any details regarding the care or condition of any child with unauthorized individuals.

Insurance

We reserve the right to disclose information regarding Liability Insurance.

Termination:

Parent/Guardian will give two weeks written notice, if two weeks' notice is not given, you are still financially obligated for the two weeks of childcare fees and overdue payments.

Responsibilities of Parents and Guardians

Here are some responsibilities, which include but are not limited to the following:

- Ensure timely payment of fees.
- Renew the ECECD contract, if applicable, and monitor its expiration closely.
- Provide the Individualized Education Plan (IEP) to educators, as necessary, to support your child's needs or developmental plan. It is not the responsibility of educators to request an Individualized Education Plan (IEP).
- Additionally, if your child has any allergies to medications or food, kindly inform us in writing at 123schoolprogram@gmail.com or provide a medical note for childcare.

A Few Final Thoughts:

As a parent in 123 Child Development Center, please:

- Take an interest in your child's activities and development at the childcare, and share your child's habits, fears, and concerns with us.
- Read all correspondence given to you, and those posted. Promptly sign and return those forms needing to be signed.
- Remember that you are responsible for your child while on my premises so please remain in complete contact with your child during that time.

Call us! Your concerns and feedback are important to us.

Thank you!